Darrhhon D. Jackson

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**Skills / Tools:**

Application and software related background includes various hardware platform (Dell Laptops and Desktops, IBM, Compaq, HP Tablet), Software and OS (Windows 95/98/2000/XP/Vista/7/8.2/10 installation and configuration and other Microsoft products such as Office 97/2000,XP, 2003, 2007, 2010,2013, 2016, 365, IMAP, POP3, HTTP), Domain Upgrade 2008-2016, Networking and wireless DNS,WINS, DHCP server, TCP/IP, VLAN/Trunking configuration, Auto IT Gui; LAN/WAN troubleshooting; Wireless Network Client; Citrix server & client, Black Berry, Sony Treo, Palm, VPN and dial up, Secure Remote, MDT, Remote Desktop, Cisco VPN Client, F5 GTM/LTM load balancing and VPN Client, Cisco IP Telephony, Cisco VMware Unity Messaging 4.1, Cisco IP Dialer development and support, Enterprise File/Print Server setup as well as Lotus and Outlook config/setup and ITIL Certified. In-depth knowledge of the Windows server operating system, including Windows Server 2003, 2008, 2008R2, 2012R2 and 2016. Experience with Windows Server upgrades, both in-place and migrations, understanding of virtualization, including OS Deployment, Vmotion, DRS, and HA, and Virtual machine configuration and vRealize exposure.

Other: PeopleSoft, Ghost 7-12, Norton SAV, McAfee, and Trend Micro Antivirus, Marimba, WSUS, SCCM, Tanium, BartPE.

**Professional Experience:**

CMIT Solutions of Best Southwest Dallas County Lead Systems Engineer Cedar Hill, TX 02/2018-Present

* Troubleshooting Active Directory, TCP/IP networks, and common PC and Mac applications/operating systems, migrating Exchange to Azure with 365 exposures.
* Strong knowledge and experience with computer/server H/W and S/W troubleshooting, working with WANs, LANs, TCP/IP, Firewalls, Routers, and Switches.
* Monitor and update Service Desk incident tracking tickets for purposes of demonstrating compliance with issue response and resolution, Service Level Agreements, logging daily activities and documenting solutions.
* Install, configure, and support desktops, laptops, virtual machines, mobile phones, VOIP products, servers, backup systems, and miscellaneous devices.
* Diagnose, research and troubleshoot computer system issues, including operating systems, H/W and S/W, networking, VPN, connectivity, server, and other network devices/peripherals, both remotely and onsite.

Rogers-O'Brien Construction Systems Engineer (Contract/Project) Dallas, TX 11/2017-12/2017

* Monitoring the network, finding dependencies of service passwords, break/fix, changing passwords and documentation.
* VMware VSphere, Horizon VDI, Windows AD Server Administration, SAN storage in Vmware, Cisco networking clean up and re-configuration.
* System Maintenance - scheduled upgrades/maintenance, startup and shutdown of rack components
* VMWare design, planning, configuration, and administration. Upgrade experience, storage and network configuration. Version 6.0 or above.

The University of Texas System Systems Engineer Irving, TX 02/2016-09/01/2017

* Responsible for project management, configuration, and maintenance, documentation, and enhancements of Microsoft Windows operating systems, layered software packages, and server hardware
* Schedule installations and upgrades, and maintain them in accordance with the established IT policies and procedures
* Microsoft Windows administration 2008, 2008R2, 2012R2, 2016/ Big-IP F5 LTM inbound SNAT configurations and outbound NAT server to IP mapping & GTM WideIP and Pool Load Balancing methods F5 11x,12
* Storage administration and VMware/VSphere 6.5 server virtualization and Site recovery manager, VMware vRealize Orchestrator
* Nagios and Hobbit monitoring tools, DNS Manager, GPO Management, Tanium configuration and deployments, Print Manager experience
* Commvault backup exposure and Service-now (SNOW) ticketing system
* Linux (Rhel 5,6,7) exposure and builds
* IIS 7&8 (virtual directories/FTP), Windows PowerShell 5.0 scripting exposure
* SCCM 2016 install/configure setup training and certification
* Active Directory 2012/2016, GPO’s, and User Account Maintenance, Domain Migration
* Sonic Wall Firewalls/VPN experience
* VMware Horizon 7 Client/VDI support and management
* Compellent Enterprise Manager configuration and volume mapping
* ITSM Operations Management and Delivery Management with globally diverse and cross functional teams

GuideIT Wintel/VMware Server Build Engineer Plano, TX 08/14-11/15

* Experience in Blade Logic Automation Suite/BMA products and Citrix XenApp. Windows Disaster Recovery Experience and testing. Support SAN component upgrades (HBA firmware/drivers)
* Build and Deploy Servers for all environments, virtual and physical. Enterprise server software and hardware, Windows Server 2003/2008r2/2012r2, NetApp Data Storage, and MS SQL Server. VMware 5.x, Microsoft Clusters support, Log management, Active Directory Management. Upgrade system software and hardware components as required to meet business needs; coordinates backups. Ensure upgrades are occurring in accordance with established parameters. SCCM 2012 Patch Management, VSphere, Vcenter 6.0 experience, setup and install and configure ESX servers, ITIL awareness and certified. File server migration within same domain
* EMC Networker administration and support. Setup and configure HA, Vmotion, DRS, Storage vMotion, Update Manager, Data Center migrations/inventory and Cisco UCS exposure.
* Data store creation and maintenance mode for migrating virtual machines;
* Implementing & supporting Microsoft Group Policies (GPO) and Active Directory 2008r2/2012
* Provision Windows and Linux VM guests and perform P2V and V2V migration, OVA/OVF appliance deployment, VMDK, VNX knowledge, CA Wiley Introscope experience.
* Hardware/System Monitoring of physical and virtual servers

Dell Intel Server Administrator Advisor Plano, TX 07/13-02/14

* Responsible for building VM servers. I performed installation, customization and maintenance of the operating systems. Prescribes system backup/disaster recovery procedures and direct recovery operations in the event of destruction of all or part of the OS or other components.
* Managing & supporting Microsoft Active Directory domains (Server 2003, 2008, 2012)
* Enterprise level server software and hardware, Windows Server 2003, 2008 R2 and MS SQL Server 2008r2 builds and server rack mount installations and SCCM patch management, Print Manager, data center inventory and decoms of servers. VMware Vcenter 5 experience and strong knowledge of Active Directory 2008r2 and LAN/WAN, EPO, NetApp Data Storage, PowerShell 5.0 scripting, HP SAN, Hyper-V Server Config, iDRAC. Entry level Linux systems administrator experience. Vlans and basic storage NAS and SAN concepts.

Support Engineer Verizon (Fios Development Center) Irving, TX 02/10-02/13

* Responsible for ensuring availability and performance of the systems, assist and provides support to the technology as necessary. Assists in coordinating special projects including network related wiring plans, hardware/software purchases, and system installation, backup, maintenance and problem solving. Data center decoms/inventory and site management.
* TCP/IP and networking protocols used in video transmission/streaming over IP network; HTTP/RTSP/RTP/RTMP, CA Wiley exposure.
* Responsible for the day-to-day operations of computer networks, application systems, Video and wireless systems, including hardware/software support, training and special projects.
* Good understanding and knowledge of video network elements, head-ends such as DAC, RADD, Channel maps and Cisco ISDS configuration/Troubleshooting and SEM encryption.
* Experience on video platforms, STB and consumer electronics device, QAM, DAC controller, VOD. Knowledge of Verizon’s Fios, ONT, BHR, home network and IT systems.
* Motorola DAC 3.1/4.1 Operation certified and Cisco ISDS 3.2 support and administration.
* Specialized skills in Hardware, A/V devices, video encoders, streamers, embedded application development environment setup (Ex: JTAG debugger, Code Warrior, Fedora, etc….)
* Experience in architecting, implementation roll-out of Set Top Box applications (Voice, Video, Data). Experience in testing and trouble-shooting video STB’s.
* Set Top Box Administration and Support, Win 2003-2008r2 builds, Active Directory 2008r2 and VMware 4.1 server support, NAS/SAN storage concepts, Cisco UCS experience and problem resolution along with printer maintenance and hardware break fix, SCCM patch management, Web Servers: IIS 6/7, (installation, administration, and troubleshooting)

Independent Contractor American Unit, Inc Plano, TX 02/09-02/10

* Worked on-call
* XP/Vista/7 roll-out, AD provisioning, IMAC’s, Image X, ghost with Bart-Pe and downloading and deploying Microsoft patches using WSUS within SCCM and ESX server installation and configuration exposure.
* Layer 3 network projects along with break/fix laptop and desktops and troubleshooting network issues.
* Windows 2003-2008 Server support and problem resolution and printer maintenance, mobile devices, tablets, and hardware break fix.
* Windows 7 migration and updates and file server configurations.

LAN Administrator (Contract) Verizon (FSC) Dallas, TX 01/08-01/09

* Provided desktop, network, IMAC, sysprep custom gold production images, hw/sw support and maintenance to over 500 Fios Support Agents making sure they have all the tools they need to do their daily support tasks to support Verizon’s internet, phone, and television service.
* Supported the Director, Managers, and Supervisors for all issues, making sure they have all the tools they need to do the daily operations.
* Installation and configuration of XP/Vista application and maintenance.
* Ran updates from the Marimba server patch management as well as AD Administration provisioning, Directory Policy Development and workstation, user accounts and account management. Lotus and Outlook 07 setup and configurations and Office 2003-2007 installation and support as well as the maintenance of the Enterprise server granting permissions and etc for end-user’s access.
* Registry editing and disable/enable the registry editor. Cisco Unified Computing System.

Field Support Spec. Perot Systems Corp. Plano, TX 02/05-01/08

* Dedicated Desktop Support Specialist to Triad Hospitals Inc, for a specific TDY.
* Automated and maintained deploy sysprep’d gold images to multiple Triad/CHS facilities as well as assisting with desktop, Kiosks, IMAC, and some network issues as well as AD Administration.
* Supported over 130 hospitals that’s on the Triad/CHS Network and also done projects for over 18 hospitals on the Triad Network as such as migrations, desktop rollouts, hw/sw upgrades as well as pushing out WSUS/SUS updates across the network.
* Experience with Tri-Stars, Care Manager, McKesson, Meditech, Host and Smart along with many other clinical apps, batch files and vbscripts, and HIPPA Compliant.
* Configured the Cisco 3750’s and rebuilt new raid 5 servers for a few Triad/CHS sites with Server 2003 Enterprise Edition.
* Stanford Hospital & Clinics in Palo, Alto CA on a 6-month project for pushing out COWS, (Computer on Wheels). This project had over 250 computer carts deployed with a solid base gold image and rolled out all over the entire hospital, XPe Kiosks, thin client (mobile/desktop), and also medical imaging production and support.
* Involved with Pixus setup in the Stanford network for medicine access as well helping out with desktop/network and medical application issues and development and troubleshooting, and editing scripts. Working knowledge of routing/sub-netting protocols: EIGRP, BGP, OPF, RIP.
* As a Desk-side Support Analyst, provided support for end user base of 3,000+, to include hardware break fix (laptops/desktops), IMAC and trouble-shooting along with application and OS support and domain migrations.
* Provided 3rd party vendor management for repair parts.
* Provided support for in house company wireless network, to include trouble-shooting of various wireless cards, wireless hand held devices and wireless clients and AD Administration provisioning user accounts and staging workstations.
* Provided support and technical reference while traveling to various client’s sites on numerous projects.
* Email setup and configuration of Office suite and support of app, Marimba patching LAN desktop and SMS patching for software pushes and updates.
* Installation and configuration of Vista via BDD.
* Entry level knowledge of Cisco routers and switches, WAN’s, (T1, T3, MPLS)

Technical Support Analyst (Contract) FedEx Kinko’s via CompuCom Inc. 07/04-02/05

* Responsible for hardware and software break fixes, IMAC, and creating images along with virus and spyware control removal.
* VP support, NT Administration, all password resets, setup new accounts and printers. Maintenance and backup/recovery, on call at all time for corporate clients for any support issues.
* VPN, AT&T Global setup configuration and support as well as Microsoft support via OS and Office XP-2003 setup and configuration app.
* Tape changes on a daily basis, Dell workshop with C600, C610, D400, and D600.

Ops Support (Contract) JP Morgan Chase Arlington, TX 06/04-07/04

* Provided helpdesk troubleshooting, and pc desktop support services to all contact center personnel.
* Mapped network drives, reconfigure 3270, added the genesis emulator, reset passwords and restored suspended access.

Migration Conversion (Contract) The Computer Merchant Norwell, MA 04/04-05/04

*Marsh Inc.*

* Conversion of 98, 2K to Win-XP with the reconfiguration of Lotus 6.1 e-mails.
* Symantec ghost image with a lot of physical configuration of software, palm, and other pda’s.

Computer Consultant Tek Systems Dallas, TX 12/03-06/04

*Ford Motor Credit- Migration Tech*

* Responsible for migrating Dell GX1 and 110 with dual boot OS and performing the Symantec ghost image and backups.

*Cingular- PC Tech*

* Responsible for phase one: unpacking cpu’s and documenting the serials for the switch of phase two and adding pc’s to the network.

*Liberty Mutual- Migration Tech*

* Responsible for migrating the pc’s and laptops to Win XP and making sure the pc’s have enough memory to operate correctly. Reconfiguration of outlook pst and pab files to the new profile.

*Smith Barney- Tech*

* Responsible for replacing the existing printers with new HP printers and installing 10gig hard drives on printers.

*Honeywell - Migration Tech*

* Responsible for migrating all the pc’s and re-configuration of e-mails and profiles to new domains. Active directory experience to change e-mail and passwords changes when necessary. Migration consist of 2000-XP and NT-2000 with all the updates and patches and VNC remote desktop.

*Siemens- Deployment Move*

* Responsible for running patches and scripts on pc’s before moving to the new location. At new location, added pc to the network and added the peripherals.

*Southwest Airlines- PC Tech*

* Performed pc hw/sw break fix repairs maintenance, troubleshooting and installation of pc’s, keyboards, printers, and converting the roll out pc’s from 2000-XP with service packs and updates. Reach-out remote connectivity and Zen Works was used for re-imaging pc’s.

Deployment/Migration Conversion (Weekend Contract) The Computer Merchant 02/03-05/03

* Responsible for migrating all the pc’s for Bank One in the Dallas/Fort Worth area and this also include changing the network from token ring to Ethernet.
* Hardware provisioning, installation, configuration, maintenance, and troubleshooting.
* Entry-Mid level knowledge of LAN/WAN networking, servers, workstations, operating systems, and applications.
* Experience with SMTP, IMAP, and POP3.
* Diagnosed and resolved problems associated with cross-platform mail.
* Performed standard mail migrations and monitors mail gateways and directory exchange functions.

IT Helpdesk Leverage Ops. (Contract) EDS Plano, TX 07/02-12/02

* Provided support to end-users for desktop, server, mainframe applications and hardware.
* Resolved escalated issues that the first-tier of the help desk support was unable to resolve.
* Utilized skills including problem recognition, research, isolation, resolution, and follow-up.
* Interacted with network services, software systems engineering, and applications development to restore service and identify and correct core problems.
* Simulated or recreated user problems to resolve operating difficulties.
* Analyzed and recommended systems modifications to reduce user problems.
* Experience with LAN/WAN topologies and technologies (Novell, Microsoft, and (mainframe), Citrix, TCP/IP, DHCP, DNS, File/Print servers, WINS, Microsoft Windows 9x/NT/4.0/2000/XP, Server 2K, Exchange Server 5.5, Outlook 97/98/2000/2002, Lotus 5, Office Suite 97/2000, PAL, VPN, and Vantive.

IT Helpdesk Specialist II Web link Wireless Dallas, TX 08/01-12/01

* Responsible for providing PC and various software applications support to LAN/WAN users.
* Applications supported include: Vantive, Oracle, Citrix, NT, Win9x and proprietary applications.
* Assumed full responsibility of all trouble tickets called into the helpdesk and ensures appropriate resolution or escalation, while communicating with the end user until closure is provided.
* Additional responsibilities include installing software, administering applications, user profiles and security setup for end users.
* Provided first line trouble shooting to application and Oracle errors for Development and Database Administrators.
* Monitor paging terminals and system performance critical to the business via Telnet. Reset domain and passwords using user manager and syscon for server passwords, pinged the network for connectivity issues and mapped local drives on the network.

NT Administrator/ Technician Edison Schools Project Dallas, TX 08/00-08-01

* Responsible for managing a communications networks within the Edison organization.
* Provided computer peripherals and desktop support on NT 4.0/Win 2K.
* Resolve network communication problems in a NT environment.
* Provided administration of Windows NT domains.
* TCP/IP configuration; LAN/WAN troubleshooting, also, performed server backup and restoration.
* Configuration of IBM laptops and Macintosh OS/7.

**EDUCATION / CERTIFICATIONS:**

Tarleton State University, Stephenville, Texas, 1994-1995

East Central University, Ada, Oklahoma, 1993

CCNA-CSCO11362277

ITIL Foundation Certificate in IT Service Management Cert # GR750082409DJ

VMware vSphere 6.5 Course Cert# UC-34LH4HOZ

Virtualization with VMware Fusion 8.0 Cert# UC-DOCPPWJ9

System Center Configuration Manager (SCCM) Cert# UC-FNBSPMTT

Windows Server 2012 Administration Cert# UC-PH5RXSSN